

# February 2020 Fluoride Overfeed Update

## SUMMARY

The purpose of this fact brief is to provide an update on the following items:

1. Measures that have been taken to ensure the drinking water is safe.
2. Findings of the third-party investigation into the causes of the overfeed.
3. Steps that have been taken to ensure that this type of incident does not happen again.
4. Continuing efforts to ensure the drinking water is safe.

### 1. SAFE WATER EFFORTS

- Approximately 1.2 million gallons of water was flushed from the water system in the days following the overfeed.
- Water in 2,106 homes in the area have been tested for lead and copper.
- Detailed computer water modeling has been used to identify homes to be included for additional study.

### 2. THIRD-PARTY FINDINGS

According to the third-party technical expert report, two main factors contributed to the overfeed:

- First, during a computer hardware upgrade at the well, a setting that controls the fluoride dosing pump was left in the “HAND” or manual setting.
- Second, at the time of the hardware upgrade, a faulty safety switch was falsely indicating a flow, which prevented the fluoride pump from running. When a communication alarm at the well house was cleared, it also cleared the flow switch alarm and the fluoride pump began running.

### 3. PREVENTIVE STEPS IMPLEMENTED

Numerous preventive steps have been implemented. Below is a brief description of the most significant.

- Immediately, when the running fluoride dosing pump was discovered, it was disconnected from power and the valve to the water system was closed.
- It is now policy that all dosing pumps in the system are disconnected from power and the water system when not in use. This policy is now part of the daily well checks, start-up, and shut-down procedures.
- The water computer control system now has additional notifications if a fluoride pump is running.

### 4. CONTINUING EFFORTS

- All water operators now have electronic monitors with them to quickly perform field water quality tests.
- Emergency communications protocols have been updated with tools to provide quicker, broader, and more effective public notification.
- Enhanced sampling of lead, copper, and other water quality parameters continues monthly and quarterly.
- In April 2020, a study will begin to give residents in the area further peace of mind that their home plumbing has “healed.” The study will include the following:
  - Additional testing of water from 270 homes identified as receiving water with elevated fluoride.
  - Testing over a 12- month period.
  - Analysis of test results by a third-party water quality expert.
  - The City will work to resolve any water problems that may be discovered during the study.